



Software Help Sheet 11:

Creating a SAMS Agency Invoice

Author:	Frank Ditto
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Creating a SAMS Agency Invoice



Overview of the SAMS Invoice Process

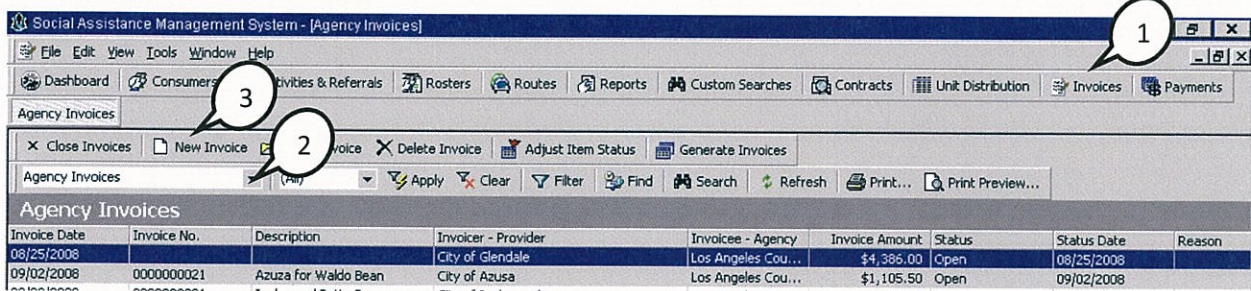
- | | |
|--|-----------|
| I. Creating SAMS Agency Invoices | 2 |
| The creation of AAA Service Delivery and Program Item invoices are completed within the SAMS system. Detailed instructions are included to complete the invoice process. | |
| II. Invoice Details | 2 |
| This area is where you create the Invoice titles, and dates, SAMS will assign the invoice number. | |
| III. SAMS Service Delivery Invoice | 3 |
| This is where the SAMS Service Deliveries invoice is created. The information comes from SAMS and only service data that is in SAMS is added to the invoice. | |
| IV. Provider Program Items Invoice | 7 |
| This is where the Program Items invoice is created, data that was formerly submitted via PC Focus, (In-kind Match and Non-match, Cash Match and Non-match, and Grant etc.) are entered. The information source is the provider not SAMS. | |
| V. Check that all Delivered Services have been Invoiced | 11 |
| This is a process for checking that all Delivered Services that are in SAMS have actually been placed on an Invoice. | |
| VI. Notify CSS of Invoice | 16 |
| This describes the process that the provider is to follow to notify CSS that an Invoice is submitted from the provider and is ready for processing for payment. | |
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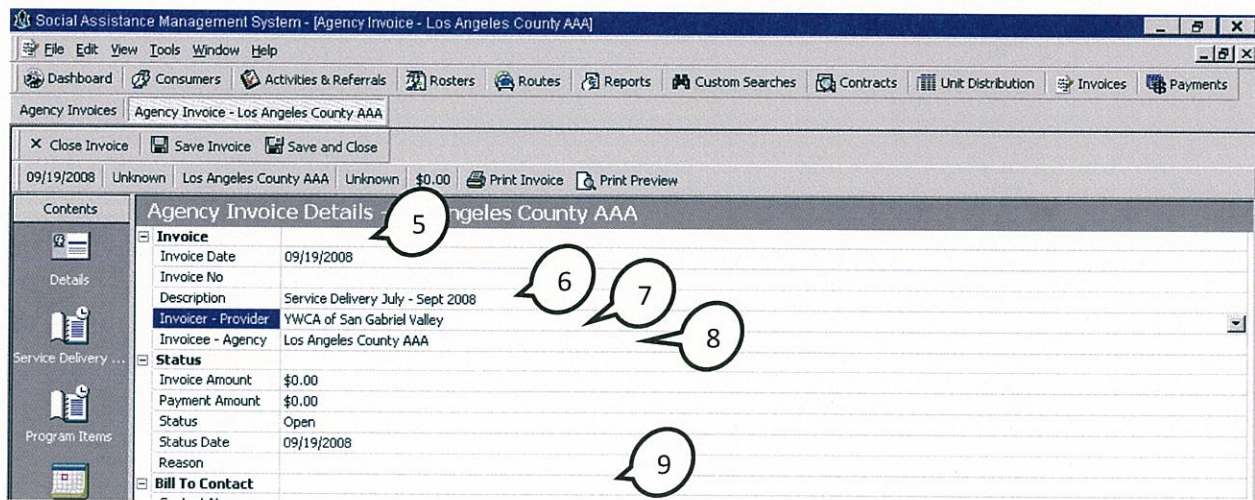
To create a new invoice

- 1) Click **Invoices**  on the SAMS main menu toolbar.
- 2) Select **Agency Invoices** from the Invoice Type list.
- 3) Click **New Invoice**  on the toolbar.



DETAILS Section

- 4) SAMS displays **Invoice Details**.
- 5) Enter an **Invoice Date** (usually today), **Invoice No.** (Leave blank SAMS will assign the next available invoice number).



Creating a SAMS Agency Invoice

- 6) Under Description type "Service Delivery –" then something descriptive like July – Sept 2008. The Description must start with "Service Delivery" as you will do another invoice for Program Items for the same time period.
- 7) Select your provider name for the **Invoicer - Provider** field drop down.
- 8) **Invoice - Agency** will always be Los Angeles County AAA.
- 9) Under the **Bill To Contact** heading, **leave it blank, as** all invoices automatically go to CSS.

SAMS Service Delivery Invoice

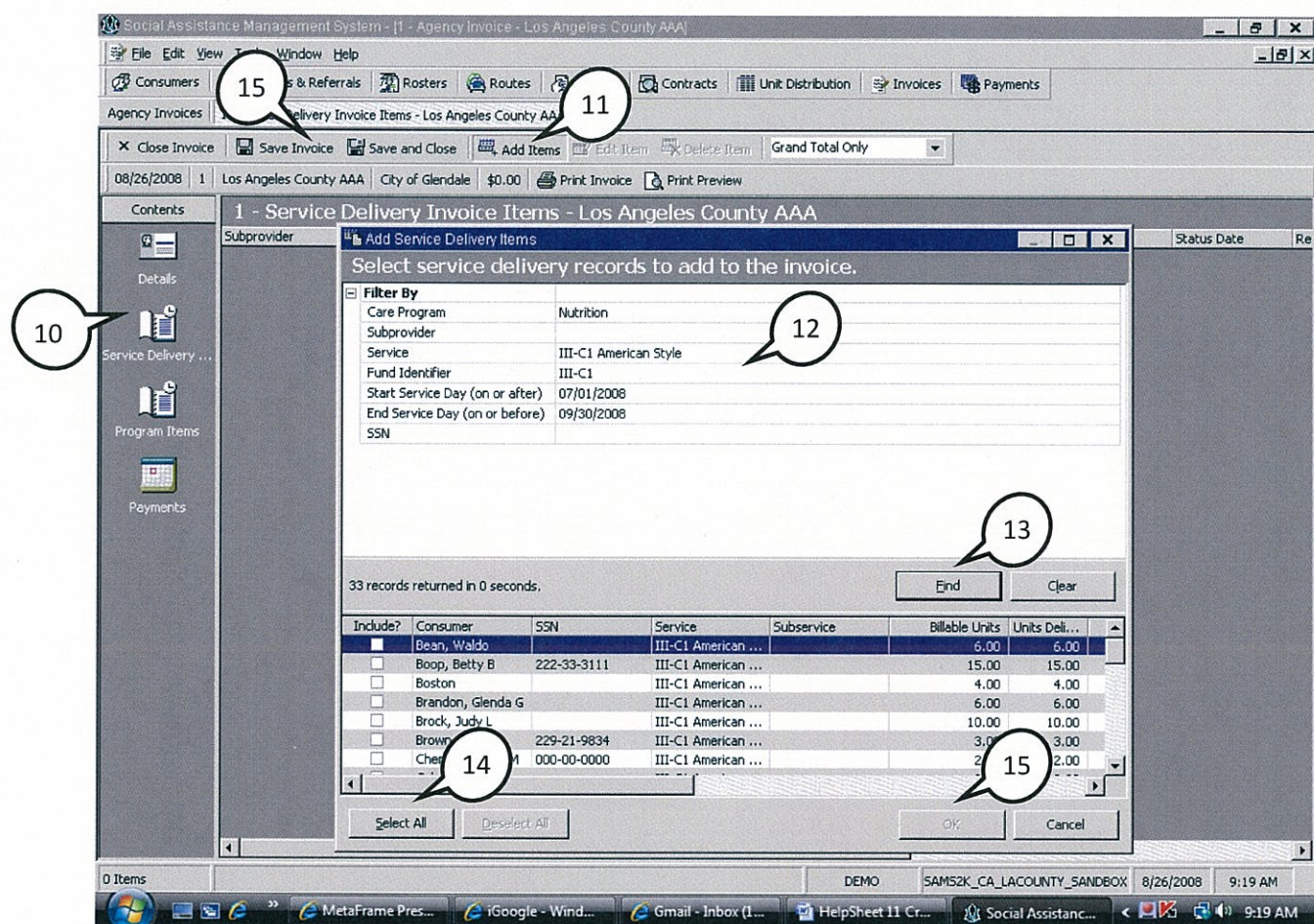
- 10) Click **Service Delivery** Items in the Navigation pane on the left side of the screen.
- 11) Select **Add Items**. You will need to add each Care Program with Service and Fund Identifier to the invoice.

See the screen below.

What you will be doing with this **Add Items** button is actually "**Find**"ing all of the services delivered in SAMS for the specified, Care Program / Service / Fund identifier that have **not been Invoiced** already, and that are **within the Start and End dates**. They will then be selected to include on the invoice or not as the case may be.

The End date will always be the ending date of that invoice period (In the example below this is an invoice for September 2008). The Start date is not 09/01/2008 because we want to pick up some services that were delivered in July but did not get entered until August or September. SAMS will only find and add services that **have not been invoiced** to add to this invoice. If you had services delivered and not invoiced for July or August (in this example) and you put a Start Date of 09/01/2008 then SAMS would not find the services and **will not** add them to the current invoice.

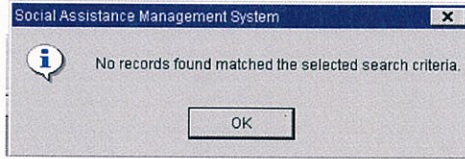
Creating a SAMS Agency Invoice



- 12) In the **Filter By** section you will enter the Care Program, Service, Fund Identifier, Start and End day of the service category you are finding.
- 13) Click the **Find** button and all of the Service Deliveries that you have entered into SAMS that match your criteria in the **Filter By** section will appear. Check to make sure that the number of delivered services and consumers appears to be correct. (If it does not look correct then you can Cancel, exit and do not save the invoice and go into SAMS to check service deliveries that you think are missing.)
- 14) Click the **Select All** button to select all services -or- click the **Include** box for each Consumer to select one at a time.
- 15) Click the **OK** button.

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- 16) If SAMS does not find any services delivered that meet the criteria in the Filter By Section, it will display the following message.



- 17) Click the **Save Invoice** button.
- 18) Click the **Add Item** button and continue to add each Care Enrollment / Service / Fund Identifier for all the services you provided. Repeat Steps 12 through 17 for all services. Click the **Save Invoice** button once all items are added.

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Provider Program Items Invoice

This is where the SAMS Invoice process captures the other program invoice items that used to be entered into the PC FOCUS system. You will create a separate invoice for the Program Items for the same period as the Service Delivery invoice.

Including:

PC FOCUS Title

SAMS Title (see screen below)

USDA	NSIP
Cash Non-Match	(Fund Identifier) + (Service) + Non-Match Cash
Cash Match	(Fund Identifier) + (Service) + Match Cash
In-Kind Non-Match	(Fund Identifier) + (Service) + Non-Match In-Kind
In-Kind Match	(Fund Identifier) + (Service) + Match Cash
Grant Related Income	(Fund Identifier) + (Service) + Grant Related Income

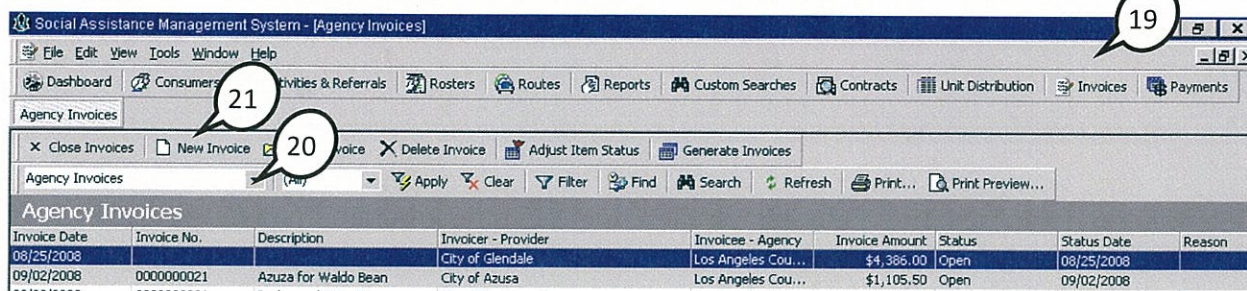
Some of the items use abbreviations due to space constraints, however each Fund Identifier and Service should follow the above format.

To create a new Program Item invoice

19) Click **Invoices**  on the SAMS main menu toolbar.

20) Select **Agency Invoices** from the Invoice Type list.

21) Click **New Invoice**  on the toolbar.



Creating a SAMS Agency Invoice

DETAILS Section

22) SAMS displays **Invoice Details**.

23) Enter an **Invoice Date** (usually today), **Invoice No.** (Leave blank SAMS will assign the next available invoice number).

Agency Invoice Details - Los Angeles County AAA	
Invoice	
Invoice Date	09/19/2008
Invoice No	
Description	Program Items - Sept 2008
Invoicer - Provider	YWCA of San Gabriel Valley
Invoicer - Agency	Los Angeles County AAA
Status	
Invoice Amount	\$0.00
Payment Amount	\$0.00
Status	Open
Status Date	09/19/2008
Reason	
Bill To Contact	

24) Under Description type "Program Items –" then something descriptive like July – Sept 2008. The Description must start with "Program Items" as you have already done another invoice for Service Delivery.

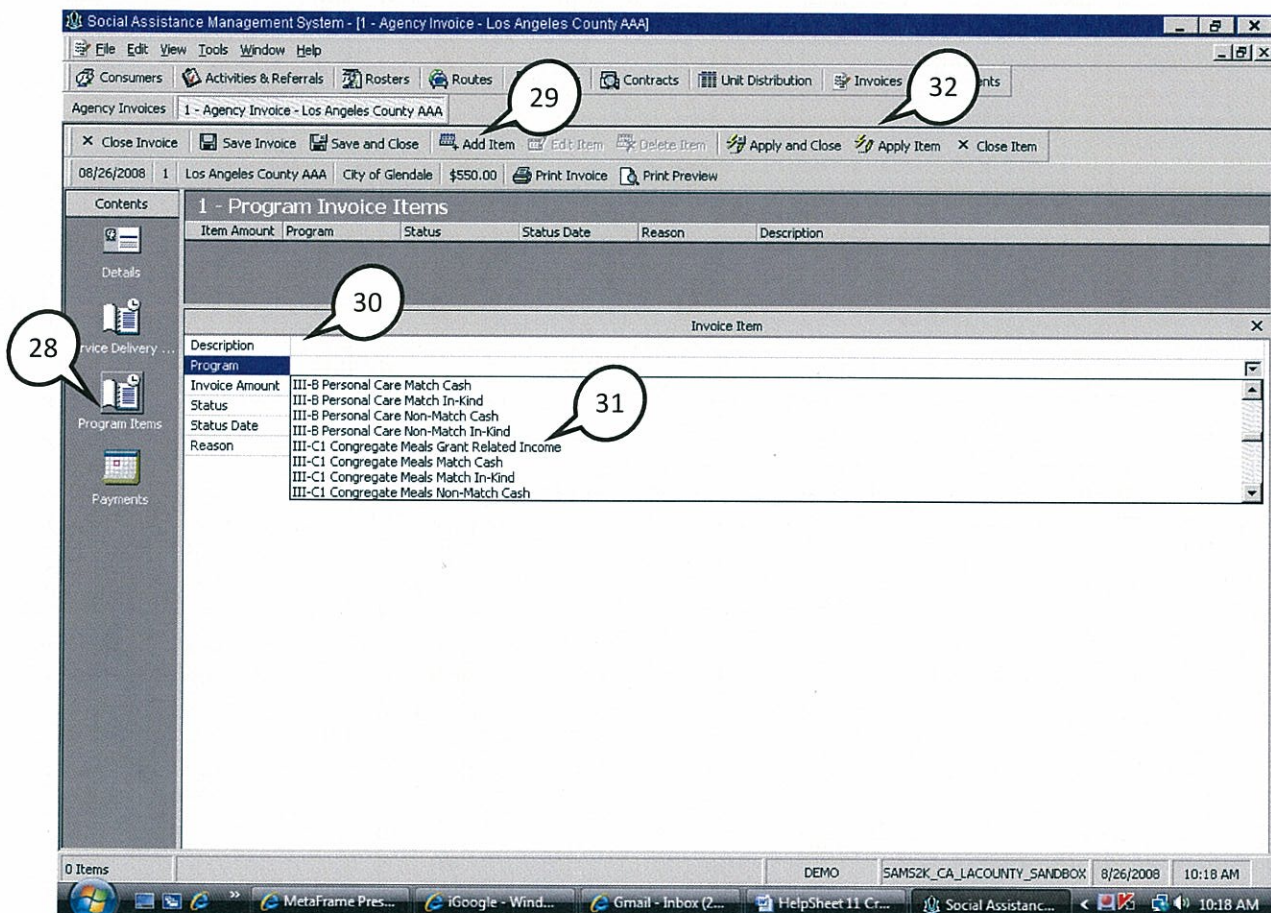
25) Select your provider name for the **Invoicer - Provider** field drop down.

26) **Invoice - Agency** will always be Los Angeles County AAA.

27) Under the **Bill To Contact** heading, **leave it blank, as** all invoices automatically go to CSS.

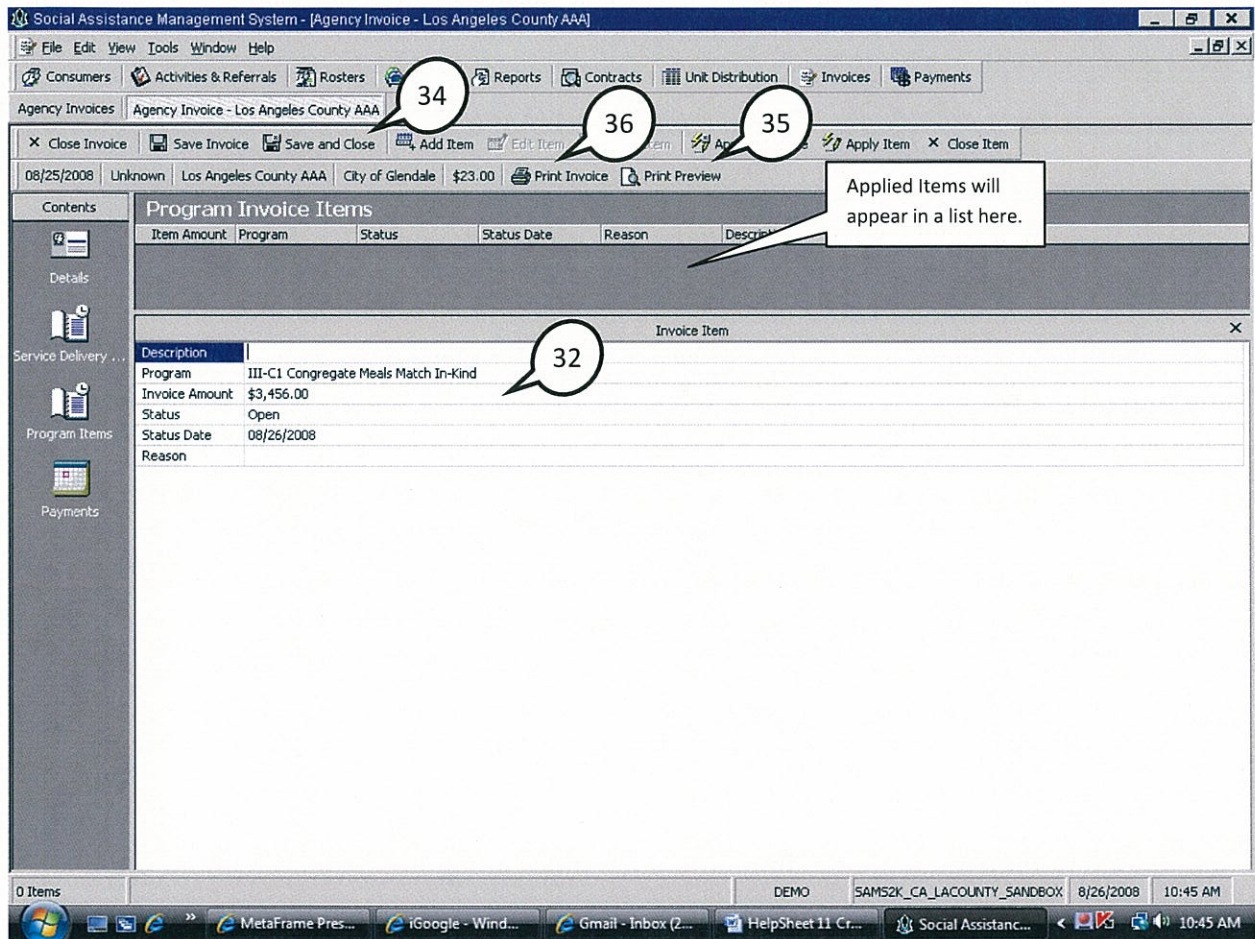
Creating a SAMS Agency Invoice

- 28) Click **Program Items** in the Navigation pane on the left side of the screen.
- 29) Select **Add Items**. You will need to add as appropriate each Program Item for the Services / Fund Identifiers on your Service Delivery Invoice
- 30) Description is optional.
- 31) Select the appropriate **Fund Identifier + Service + Program Invoice Item** from the Drop Down Menu.



- 32) Enter your amount under **Invoice Amount**.
- 33) Select **Apply Item** (continue to Add Item, Apply Item until complete then Apply and Close).
Applied items will appear in a list under "1 – Program Invoice Items".
- 34) Select **Save and Close** button when you have finished adding all Program Invoice Items into the Agency Invoice.

Creating a SAMS Agency Invoice



35) The **Print Preview** button will allow you to **Preview** the invoice.

36) If you want to print the invoice you would click **Print Invoice**.

Additional information is available in the On-Line SAMS Manual via the Help menu selection item. Search or go to the table of contents and select Invoices.

Checking that all Delivered Services have been Invoiced

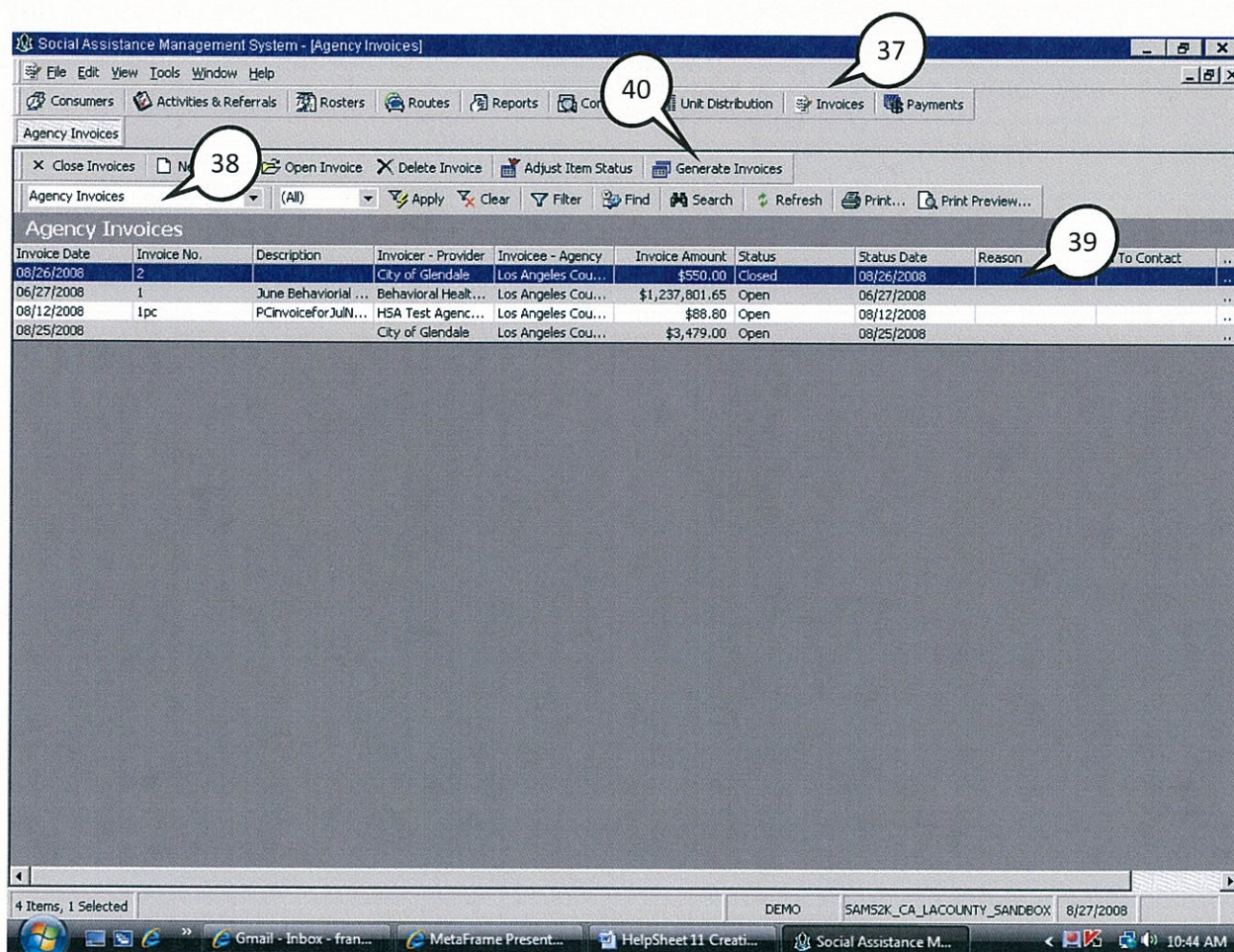
Creating a SAMS Agency Invoice

After you have created your SAMS Agency Invoice, added all of the Service Delivery items, and your Program Item Invoice, added all of the Program Items, your Invoices will show on the Agency Invoice list. You may want to check and see if all Delivered Services have been invoiced. The reason that this would be prudent is because:

- There are many types of services and something may have been overlooked.
- Staff gets interrupted and the invoice may have been created in more than one period and or by more than one person.
- Additional services delivered may have been added for a prior invoice period and you want to capture those items and the staff doing invoicing did not know that services were missing from a prior invoice.
- It's a good management procedure to ensure that all services have been invoiced for payment.

Creating a SAMS Agency Invoice

- 37) From the SAMS main menu select **Invoices**
- 38) Select **Agency Invoices** so that the list of invoices shows.
- 39) Highlight the Service Delivery **Invoice** that you have just completed.



- 40) Select **Generate Invoices**. (Remember that the first step in creating or generating an invoice is the Finding of the Services. The invoice is not created until you select and add the services that have been found. We will cancel before that step.)

Creating a SAMS Agency Invoice

- 41) Complete the Invoice details, to include 07/01/2008 (the beginning of SAMS or whatever the contract start time was for your current contract) through the end of the current invoicing period (in our example it is September).

The screenshot shows the 'Social Assistance Management System - [Agency Invoices]' window. The 'Generate Agency Invoices' dialog box is open, displaying 'Specify Agency Invoice details'. The 'Invoice' section contains the following fields:

Field	Value
Invoice Date	08/26/2008
Invoicee - Agency	Los Angeles County AAA
Invoicer - Provider	City of Glendale
Start Date	07/01/2008
End Date	09/30/2008

The 'Status' section contains the following fields:

Field	Value
Status	Open
Status Date	8/26/2008

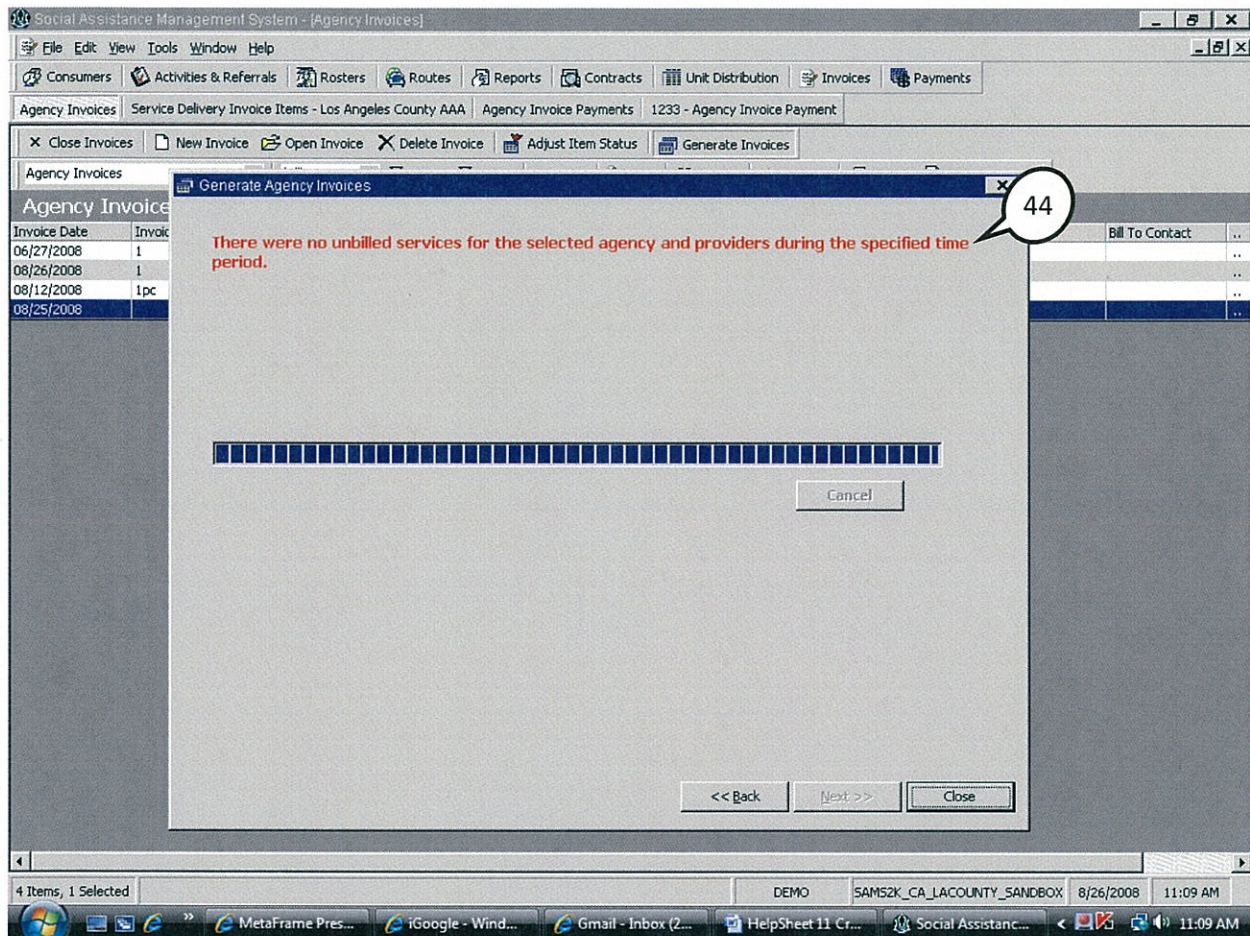
At the bottom of the dialog box, there are three buttons: '<< Back', 'Next >>', and 'Close'. The 'Next >>' button is highlighted by callout 43. The background window shows a list of invoices with columns for Invoice Date and Invoice Number. The 'Invoice Date' column has values 06/27/2008, 08/26/2008, 08/12/2008, and 08/25/2008. The 'Invoice' column has values 1, 1, 1pc, and 1. Callout 42 points to the 'Invoice' column value 1pc.

- 42) Under Status make sure it says "**Open**" with a status date the same as the invoice date.

- 43) Select the **Next** button.

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44) If there are no outstanding (Open) Delivered Services that have not been placed on an invoice already you will receive the following message.



45) If you have received the above message then you know that all services within SAMS are currently on an Invoice. You have verified that all services are on invoices Select Close and / Cancel for the Generate Invoice process.

46) If you have a **list of services that appears** ;

1. You need to examine if there was a Delivered Service category that was omitted from your Invoice, or
2. If the services showing were from a date prior to your selected start date on the original invoice.

Creating a SAMS Agency Invoice

3. In any event make notes on what needs to be added.
4. Close or Cancel the Generate Invoice process.
5. Go back to the original Invoice and select Edit Invoice to add the items that are missing.

Additional information on Invoice editing is in the on-line SAMS manual, select Help and go to Invoice from either the Table of Contents or the Search feature.

Creating a SAMS Agency Invoice

NOTIFY CSS OF INVOICE Section

- 47) The provider representative that is authorized to sign a provider invoice shall send a e-mail in the following format to css_aaa_inv@css.lacounty.gov (Note, there is an underscore between css_aaa and another between aaa_inv) the below e-mail replaces the previous signed and mailed invoice signature page as the SAMS system is the source of the information, and only provider selected and authorized persons may add and edit invoice services as delivered.

****** Beginning of Invoice E-Mail format ******

eMail Subject: **SAMS Invoice** (insert Month & Year) **for** (insert Contract Provider Name)

“ (insert your formal Contract Provider Name) **is submitting;**

1. SAMS Service Delivery Invoice (insert your SAMS Invoice Number and invoice date)

2. Provider Program Item Invoice (insert your SAMS Invoice Number and invoice date)

to the Los Angeles County AAA Agency, Community and Senior Services, for payment.

(insert Name of Authorized Invoicing person)

(Phone Number)

(E-mail)

(Address)

(Alternate Contact person and method if appropriate) **“**

****** /end of Invoice E-mail format ******

- 48) Once the preceding e-mail is sent, the Invoice is to be considered closed and should not be modified in any way, without specific instructions from appropriate CSS staff. Any discovered missing Delivered Services shall be billed on the next invoice cycle unless directed otherwise by appropriate CSS staff.

Creating a SAMS Agency Invoice

It is highly recommended that providers use a checklist while completing the SAMS Invoicing process. Although the process is simple, if you have only a few Service Delivery categories it quickly becomes difficult to remember where you were, if you have many Service Delivery categories. Large providers many also have multiple persons working in specialty areas which would also benefit from a checklist concept. The checklist can be formatted in any word processor or spreadsheet if you wanted to add other items like amounts, totals or Program Items to the list.

Invoice Checklist Sample

Provider Name xxxxxxxxxxxxxxxxxxxxxxxx Invoice Period xx/xx/xx to xx/xx/xx

Invoicing Date xx/xx/xx

1. Check that you have added Service Delivery Items for
 - i) Telephone Reassurance
 - ii) NSIP C1 and C2
2. Have SAMS Software Help Sheet #11
3. Create SAMS Service Delivery Invoice (list should match contract)
 - a. III B Telephone Reassurance
 - b. III C1 American Style
 - c. III C2 Chinese Style
 - d. III C2 Frozen
 - e. III C2 Hot Meals
 - f. NSIP III C1 Meals
 - g. NSIP III C2 Meals
 - h. AB2800 CM Care Planning
 - i. AB2800 CM Case Monitoring
 - j. AB2800 CM Client Intake
 - k. AB2800 CM In-Home Assessment
 - l. AB2800 CM Reassessment
 - m. AB764 CM Care Planning
 - n. AB764 CM Case Monitoring
 - o. Etc.
4. Save and Close Service Deliver Invoice Number _____
5. Check that all Service Deliveries have been invoiced.

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6. Create Provider Program Item Invoice
 - a. III C1 Congregate Meals Match Cash
 - b. III C1 Congregate Meals non-Match Cash
 - c. III C2 Home Delivered Meals Match In-Kind
 - d. Etc.
7. Save and Close Program Item Invoice Number _____
8. Print Summary of Invoice (SAMS Software Help Sheet 12)
9. Get Authorization from supervisor to send Invoice
10. You may add, edit or delete items on the invoice as needed at this point.
11. Notify CSS via e-mail that invoices for Service Delivery and Program Items is ready for processing.
12. DO NOT CHANGE, ADD OR DELETE IN ANY WAY AN INVOICE THAT YOU HAVE NOTIFIED CSS AS READY FOR PROCESSING. Doing so will delay reimbursement. If you discover an error in the invoice contact CSS so that they can work with you in making corrections and resubmitting. –or- if the error is simply a few services they will be picked up on the next invoice for the next period.
13. CSS e-mail notification of reimbursement received xx/xx/xx.